

**Amendment/Reply**

Applicant: Jerald A. Hammann

Serial No.: 09/840,332

Filing Date: April 23, 2001

Docket: H238.101.101

Title: SYSTEM AND METHOD EMPLOYING CAPACITY/DEMAND MANAGEMENT IN HUMAN-FACTOR RESOURCE INDUSTRY

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**IN THE CLAIMS**

Please amend claims 31-35 as follows:

1.-30. (Cancelled)

31. (Currently Amended) A computer-based method for capacity/demand management in human factor resource industries, comprising:

accepting, via computer, transaction parameter values for composite resources, wherein each composite resource has associated therewith at least a service location and at least one of a service date and a service time;

accepting from at least one potential user of composite resources, via computer, at least one composite resource transaction parameter value other than the potential user's geographic location;

communicating to the at least one potential user of the at least one composite resource at least a portion of the transaction parameter values for at least one composite resource related to the potential user's at least one transaction parameter value;~~communicating at least a portion of the transaction parameter values for at least one composite resource to at least one potential user of the composite resource;~~

modifying, in response to the communication; at least one of a demand for the at least one composite resource and a capacity of the at least one composite resource, wherein when the capacity exceeds the demand for the at least one composite resource, the modifying includes increasing the demand for and/or decreasing the capacity of the at least one composite resource;

~~wherein the at least one service date and service time is a date and/or time measure indicating date and/or time point or range measure indicating a present or future first date and/or time when the service is available;~~

wherein the at least one service availability date and time is related to the availability of at least one service provider resource comprising in part the at least one composite resource;

wherein the at least one service provider resource is a human resource;

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wherein the at least one service provider resource contributes more than a nominal amount of time to producing and/or making available the at least one composite resource;

wherein the communication occurs prior to any first assignment of other concurrently-consumed and/or concurrently-utilized composite resources to the at least one potential user;

wherein the capacity of the at least one composite resource is a measure of the on-hand supply and/or availability, if applicable, of the at least one composite resource at a first date and/or time plus a measure of an ability to produce and/or make available additional quantities of the at least one composite resource over a first date and/or time period beginning at the first date and/or time and ending at a second date and/or time;

wherein the measure of an ability to produce and/or make available additional quantities of the at least one composite resource over a first date and/or time period beginning at the first date and/or time and ending at a second date and/or time is derived from at least one human factor resource and is not a static ability; and,

wherein the demand for the at least one composite resource is a measure of the on-hand consumption and/or utilization, if applicable, of the at least one composite resource at the first date and/or time plus a measure of an ability to consume and/or utilize additional quantities of the at least one composite resource over the first date and/or time period.

32. (Currently Amended) A computer-based capacity/demand management system in human factor resource industries, comprising:

means for accepting transaction parameter values for composite resources, wherein each composite resource has associated therewith at least a service location and at least one of a service date and a service time;

means for accepting from at least one potential user of composite resources, via computer, at least one composite resource transaction parameter value other than the potential user's geographic location;

means for communicating to the at least one potential user of the at least one composite resource at least a portion of the transaction parameter values for at least one composite resource

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~~related to the potential user's at least one transaction parameter value; communicating at least a portion of the transaction parameter values for at least one composite resource to at least one user;~~

means for modifying, in response to the communication; at least one of a demand for the at least one composite resource and a capacity of the at least one composite resource, wherein when the capacity exceeds the demand for the at least one composite resource, the means for modifying increases the demand for and/or decreases the capacity of the at least one composite resource;

~~wherein the at least one service date and service time is a date and/or time measure indicating date and/or time point or range measure indicating a present or future first date and/or time when the service is available;~~

wherein the at least one service availability date and time is related to the availability of at least one service provider resource comprising in part the at least one composite resource;

wherein the at least one service provider resource is a human resource;

wherein the at least one service provider resource contributes more than a nominal amount of time to producing and/or making available the at least one composite resource;

wherein the communication occurs prior to any first assignment of other concurrently-consumed and/or concurrently-utilized composite resources to the at least one potential user;

wherein the capacity of the at least one composite resource is a measure of the on-hand supply and/or availability, if applicable, of the at least one composite resource at a first date and/or time plus a measure of an ability to produce and/or make available additional quantities of the at least one composite resource over a first date and/or time period beginning at the first date and/or time and ending at a second date and/or time;

wherein the measure of an ability to produce and/or make available additional quantities of the at least one composite resource over a first date and/or time period beginning at the first date and/or time and ending at a second date and/or time is derived from at least one human factor resource and is not a static ability; and,

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wherein the demand for the at least one composite resource is a measure of the on-hand consumption and/or utilization, if applicable, of the at least one composite resource at the first date and/or time plus a measure of an ability to consume and/or utilize additional quantities of the at least one composite resource over the first date and/or time period.

33. (Currently Amended) A capacity/demand management system comprising:

a storage device storing a program; and

at least one processor connected to the storage device and controlled by the program, the at least one processor operative with the program to accept transaction parameter values for composite resources in human factor resources industries, wherein each composite resource has associated therewith at least a service location and at least one of a service date and a service time, to accept from at least one potential user of composite resources, via computer, at least one composite resource transaction parameter value other than the potential user's geographic location, to communicate to the at least one potential user of the at least one composite resource at least a portion of the transaction parameter values for at least one composite resource related to the potential user's at least one transaction parameter value to communicate at least a portion of the transaction parameter values for at least one composite resource to at least one user, and to modify in response to the communication at least one of a demand for the at least one composite resource and a capacity of the at least one composite resource, wherein when the capacity exceeds the demand for the at least one composite resource, the modifying increases the demand for and/or decrease the capacity of the at least one composite resource;

wherein the at least one service date and service time is a ~~date and/or time measure~~ indicating date and/or time point or range measure indicating a present or future first date and/or time when the service is available;

wherein the at least one service availability date and time is related to the availability of at least one service provider resource comprising in part the at least one composite resource;

wherein the at least one service provider resource is a human resource;

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wherein the at least one service provider resource contributes more than a nominal amount of time to producing and/or making available the at least one composite resource;

wherein the communication occurs prior to any first assignment of other concurrently-consumed and/or concurrently-utilized composite resources to the at least one potential user;

wherein the capacity of the at least one composite resource is a measure of the on-hand supply and/or availability, if applicable, of the at least one composite resource at a first date and/or time plus a measure of an ability to produce and/or make available additional quantities of the at least one composite resource over a first date and/or time period beginning at the first date and/or time and ending at a second date and/or time;

wherein the measure of an ability to produce and/or make available additional quantities of the at least one composite resource over a first date and/or time period beginning at the first date and/or time and ending at a second date and/or time is derived from at least one human factor resource and is not a static ability; and,

wherein the demand for the at least one composite resource is a measure of the on-hand consumption and/or utilization, if applicable, of the at least one composite resource at the first date and/or time plus a measure of an ability to consume and/or utilize additional quantities of the at least one composite resource over the first date and/or time period.

34. (Currently Amended) A computer-readable medium containing program instructions for controlling a computer to perform a method comprising:

accepting transaction parameter values related to individual resources and associated composite resources, wherein the associated composite resources each include a collection of at least two of the individual resources, wherein the associated composite resources each have associated therewith at least a service location and at least one of a service date and a service time;

storing the data related to the individual resources and the associated composite resources;

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constructing internal data structures which link each of the individual resources to associated composite resources and link each of the composite resources to associated individual resources;

indicating when a capacity of a composite resource exceeds a demand for the composite resource;

modifying, in response to the indicating of the capacity of a composite resource exceeding the demand for the composite resource, at least one of the demand for the at least one composite resource and the capacity of the at least one composite resource, the modifying including increasing the demand for the composite resource and/or decreasing the capacity of the composite resource;

wherein the at least one service date and service time is a ~~date and/or time measure~~ indicating date and/or time point or range measure indicating a present or future first date and/or time when the service is available;

wherein the at least one service availability date and time is related to the availability of at least one service provider resource comprising in part the at least one composite resource;

wherein the at least one service provider resource is a human resource;

wherein the at least one service provider resource contributes more than a nominal amount of time to producing and/or making available the at least one composite resource;

wherein the indication occurs prior to any first assignment of other concurrently-consumed and/or concurrently-utilized composite resources to the at least one potential user;

wherein the capacity of a composite resource is a measure of the on-hand supply and/or availability, if applicable, of the composite resource at a first date and/or time plus a measure of an ability to produce and/or make available additional quantities of the composite resource over a first date and/or time period beginning at the first date and/or time and ending at a second date and/or time;

wherein the measure of an ability to produce and/or make available additional quantities of the at least one composite resource over a first date and/or time period beginning at the first

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date and/or time and ending at a second date and/or time is derived from at least one human factor resource and is not a static ability; and,

wherein the demand for a composite resource is a measure of the on-hand consumption and/or utilization, if applicable, of the composite resource at the first date and/or time plus a measure of an ability to consume and/or utilize additional quantities of the composite resource over the first date and/or time period.

35. (Currently Amended) A computer-based method for producing composite resource transactions, the method comprising:

accepting, via computer, transaction parameter values for composite resources in human factor resource industries, wherein each composite resource has associated therewith at least a service location and at least one of a service date and a service time;

accepting from at least one potential user of composite resources, via computer, at least one composite resource transaction parameter value other than the potential user's geographic location;

communicating to the at least one potential user of the at least one composite resource at least a portion of the transaction parameter values for at least one composite resource related to the potential user's at least one transaction parameter value;~~communicating at least a portion of the transaction parameter values for at least one composite resource to at least one potential user, of the at least one composite resource;~~

modifying, in response to the communication, at least one of a demand for the at least one composite resource and a capacity of the at least one composite resource, wherein when the capacity exceeds the demand for the at least one composite resource, the modifying includes increasing the demand for and/or decreasing the capacity of the at least one composite resource;

receiving a responding communication from at least one user binding the at least one composite resource with specified transaction parameter values;

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wherein the at least one service date and service time is a ~~date and/or time measure~~ indicating date and/or time point or range measure indicating a present or future first date and/or time when the service is available;

wherein the at least one service availability date and time is related to the availability of at least one service provider resource comprising in part the at least one composite resource;

wherein the at least one service provider resource is a human resource;

wherein the at least one service provider resource contributes more than a nominal amount of time to producing and/or making available the at least one composite resource;

wherein the communication occurs prior to any first assignment of other concurrently-consumed and/or concurrently-utilized composite resources to the at least one potential user;

wherein the capacity of the at least one composite resource is a measure of the on-hand supply and/or availability, if applicable, of the at least one composite resource at a first date and/or time plus a measure of an ability to produce and/or make available additional quantities of the at least one composite resource over a first date and/or time period beginning at the first date and/or time and ending at a second date and/or time;

wherein the measure of an ability to produce and/or make available additional quantities of the at least one composite resource over a first date and/or time period beginning at the first date and/or time and ending at a second date and/or time is derived from at least one human factor resource and is not a static ability; and,

wherein the demand for the at least one composite resource is a measure of the on-hand consumption and/or utilization, if applicable, of the at least one composite resource at the first date and/or time plus a measure of an ability to consume and/or utilize additional quantities of the at least one composite resource over the first date and/or time period.

36. (Previously Presented) The method of claim 31 wherein, when the demand exceeds the capacity for the at least one composite resource, the modifying includes decreasing the demand for the at least one composite resource and/or increasing the capacity of the at least one composite resource.



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37. (Previously Presented) The system of claim 32 wherein, when the demand exceeds the capacity for the at least one composite resource, the means for modifying decreases the demand for the at least one composite resource and/or increases the capacity of the at least one composite resource.

38. (Previously Presented) The system of claim 33 wherein, when the demand exceeds the capacity for the at least one composite resource, the modifying decreases the demand for the at least one composite resource and/or increases the capacity of the at least one composite resource.

39. (Previously Presented) The computer-readable medium of claim 34, wherein the method further comprises:

indicating when a demand for a composite resource exceeds a capacity of the composite resource; and

modifying, in response to the indicating of the demand for a composite resource exceeding capacity of the composite resource, at least one of the demand for that at least composite resource and the capacity of the at least one composite resource, the modifying including decreasing the demand for the composite resource and/or the increasing capacity of the composite resource.

40. (Previously Presented) The method of claim 35 wherein, when the demand exceeds the capacity for the at least one composite resource, the modifying includes decreasing the demand for the at least one composite resource and/or increasing the capacity of the at least one composite resource.